

## Patient Gateway proxy access for adult patients

A Patient Gateway proxy account can be set up for adults. A Patient Gateway proxy is not the same thing as a health care proxy. A spouse, parent, adult child, or other designee may become a Patient Gateway proxy, if they have been authorized by the patient.

The Patient Gateway proxy must be at least 18 years old. The Patient Gateway proxy will have access to the same information in Patient Gateway as the patient. The Patient Gateway proxy can use Patient Gateway to view the patient’s medical information and communicate with the patient’s care team. The patient does not need to have their own account for a Patient Gateway proxy to have an account.

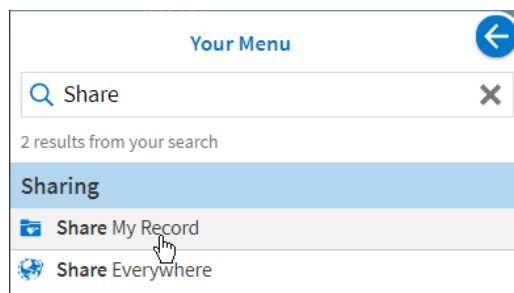
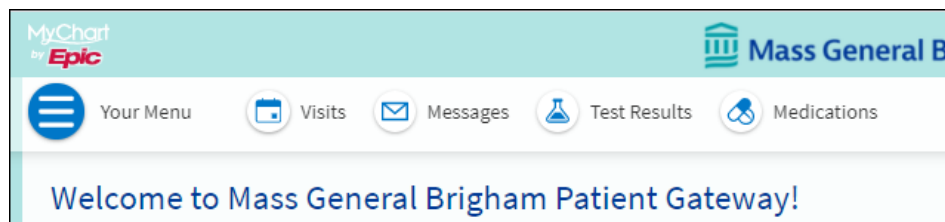
### Patient Gateway proxy access – for patients who do not have their own Patient Gateway account

A Patient Gateway proxy account, which has been authorized by the patient, can be opened in-person at an appointment. It can also be made by calling the Patient Gateway Help Desk at 1-800-745-9683. Both the patient and the designated Patient Gateway Proxy should be available either in-person or by telephone for verbal consent.

### Patient Gateway proxy access – for patients who have their own Patient Gateway account

If the adult patient already has a Patient Gateway account, the patient can give Patient Gateway proxy access to another adult.

Click **Your Menu** at the top, then type the word “Share” in the search box. Click **Share My Record**.



Click on **Friends and family access**

Mass General Brigham

One Health Visits Messaging Billing Resources

How do you want to share your information?  
There are many ways to let other people have access to your health information. Let us help you find what you need.

Share with People

**Friends and family access**  
See who can view your information, and whose information you can view.

Download or send your record  
Download information about your visits or send it to someone else.

Click on **Invite Someone**

Mass General Brigham

One Health Visits Messaging Billing Resources

Friends and Family Access

Who Can See My Record?

No one can see your information

**+ INVITE SOMEONE**

Whose Records Can I See?

Fill in the required information and click on **Send invite** at the bottom

Invite Someone to Have Access to Your Record

- 1 We will email an invitation to someone you trust.
- 2 From the email, they can log in to their Mass General Brigham Patient Gateway to accept the invitation.
- 3 They must verify they know you by entering your date of birth.

Who are you inviting?

\* Name

Where should we send this invitation?

\* Email  \* Confirm email

\*What kind of access would you like this person to have to your chart?

Full Access

SEND INVITE

The Mass General Brigham Patient Gateway App is powered by MyChart® licensed from Epic Systems Corporation, © 1999 – 2021

